

CASA Coach Communication Chain of Command

Advocate

- ✓ Meets with child a minimum of once per month
- ✓ Gathers other information from applicable collateral sources
- ✓ Communicates with Coach at least twice per month (one contact on phone, others can be electronic).
- ✓ Asks case-related and advocate procedural questions of the coach.
- ✓ Sends *Monthly Advocate Update* form to Coach by 5th of the month
- ✓ Sends *Report to the Court* to Coach ___ days before hearing (per local protocol)
- ✓ Meets in person with Coach a minimum of once every three months



Coach

- ✓ Communicates with each Advocate a minimum of twice per month (one contact on phone, others can be electronic)
- ✓ Receives *Monthly Advocate Update* form from each Advocate
- ✓ Makes any additions to the *Monthly Advocate Update* and forwards to Coordinator by the 8th of each month
- ✓ Answers Advocate's case-related and procedural questions. Asks Coordinator for assistance when unable to answer and gets back to Advocate with answer ASAP.
- ✓ Reports personal hours/miles and training time to Coordinator
- ✓ Sends Advocate's *Report to the Court* to Coordinator after editing process is complete
- ✓ Communicates with Coordinator at least twice per month (one contact should be on phone, others can be electronic)
- ✓ Meets in person with Coordinator a minimum of once every three months.
- ✓ Acts as back-up support for case in the Advocate's absence



Coordinator

- ✓ Communicates with each Coach a minimum of twice per month (one contact should be on phone, others can be electronic)
- ✓ Receives *Monthly Advocate Update* forms from coach, reviews for case concerns and potential learning opportunities
- ✓ Processes Coach and Advocate miles/hours
- ✓ Contacts Coach to discuss Advocates training needs
- ✓ Provides identified training to Advocate and potentially to Coach (in-person, phone or web-based video conferencing) and ensures each Advocate and Coach receives 12 hours of additional training each year
- ✓ Receives Advocate *Report to the Court* from the Coach; reads for quality with little to no need for editing; files with EDMS
- ✓ Schedules quarterly in-person meetings with coaches either individually or as a group to process case specific information and provide additional coach training.
- ✓ Acts as back-up support to Advocate in the Coach's absence.